

1252120

Registered provider: Paddock House Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private organisation. It provides care for up to six children who may experience social and emotional difficulties. There were six children living at the home at the time of the inspection.

The inspector spoke to one child.

The registered manager post is vacant. There is an acting manager in post.

Inspection date: 31 July 2025

This monitoring visit

At a full inspection on 3 June 2025, the home was judged inadequate. Failures in safeguarding and the leadership and management of the home directly affected the safety and well-being of the children. In response, Ofsted issued compliance notices under regulation 12, the protection of children standard and regulation 13, the leadership and management standard. A further five requirements and three recommendations were also raised in addition to the two compliance notices.

This monitoring visit was to review the actions taken by the provider to meet the steps in the compliance notices. The requirements and recommendations made at the full inspection were not assessed at this monitoring visit and are restated.

The acting manager has reviewed numerous policies and procedures, including those concerning safeguarding children and whistle-blowing. These policies have been updated and the latest information shared with staff, ensuring staff have the most up-to-date information. Additional training has been identified to ensure the learning for staff is embedded and they understand their safeguarding responsibilities.

All the children's risk assessments and support plans have been reviewed. These are now clearer about the levels of risk affecting children and what staff need to do in the event they need to safeguard children. The acting manager has implemented a new system whereby social workers and commissioners can review children's risk assessments, care plans and the home's policies. This allows them to have greater oversight and ensure they are content with the approach to safeguarding children.

The acting manager has implemented monthly meetings with the children. This enables children to discuss their experiences directly with the acting manager, raising any concerns so they can be acted on quickly. The acting manager has oversight and evaluation of the children's lived experiences in the home. She has implemented changes that ensure she has richer information about the children's day-to-day experiences.

Due to concerns about closed cultures, the acting manager has created a safe relationships and declaration of interest policy. This sets out any conflicts of interest there could be between family members who work at the home and how relationships will be managed effectively. This is a positive step forwards, ensuring transparency between staff and that staff are clear of the organisation's expectations of them.

There has been a notable investment in the staff team and its learning. The staff are at the beginning of that journey, and there are plans in place to develop and progress this. The acting manager recognises this is early days but is committed to ensuring that children's daily lives are accurately reflected in the home's records.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/06/2025	Full	Inadequate
17/07/2024	Full	Good
07/06/2023	Full	Good
07/12/2022	Full	Requires improvement to be good

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person must comply with the given timescales.

Requirement	Due date
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(a)(b) (2) (3)(b)(i)(ii)(c))	29 August 2025
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— support each child's learning and development, including helping the child to develop independent study skills and,	29 August 2025

where appropriate, helping the child to complete independent study; promote opportunities for each child to learn informally; help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment; help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1) (2)(a)(ii)(v)(ix)(x))	
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (a))	29 August 2025
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(iv))	29 August 2025
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home.	29 August 2025

In particular, the standard in paragraph (1) requires the registered person to ensure—

that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose.
(Regulation 14 (1)(a)(b) (2)(a))

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of the children. The registered person must comply with relevant health and safety legislations. However, in doing so, they should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that children are able to access all shared areas of their home. This includes laundry facilities, unless there are specific reasons why this would not meet a child's needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)
- The registered person should ensure that children are supported to understand how to build friendships with other children living in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 38, paragraph 8.7)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1252120

Registered provider: Paddock House Limited

Registered provider address: B3 Kingfisher House, Team Valley, Gateshead NE11 0JQ

Provision sub-type: Children's home

Responsible individual: Susan Lincoln

Registered manager: Post vacant

Inspectors

Miriam Dolman, Social Care Inspector (lead)
Mark Cryer, Social Care Inspector

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